(ii) 47 million shares held by Government in Mahanagar Telephone Nigam Ltd. (MTNL).

(iii) 6 million shares held by Government in Container Corporation of India Ltd. (CORCOR).

(iv) Renewal of the mandate given for 1996-97 to disinvest upto 20 million shares held by Government of India in Indian Oil Corporation (IOC).

Deterioration in Customer Service of Public Sector Banks

676. SHRI S.S. AHLUWALIA: Will the Minister of FINANCE be pleased to state:

(a) whether Government are aware that the personnel manning the counters in most of the public sector banks in the country behave rudely with the customers who visit such counters for banking transaction;

(b) whether it is a fact that due to the arrogance of bank employees, customer service in most of the banks is deteriorating day by day; and

(c) if so, what remedial measures Government propose to take in this regard?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI SATPAL MAHARAJ): (a) It is incorrect to state that the personnel manning the counter in most of the Public Sector Banks in country behave rudely with the customers. Some complaints of such rude hebaviour are received from time to time.

(b) and (c) There is an increasing awareness of the role of employees in rendering better Customer Service. This necessitates training of employees to develop the right kind of attitude towards customers needs and expectations. measures have been taken by Government, Reserve Bank of India (RBI) and the banks to improve customer service on an ongoing basis. Banks have undertaken customer-oriented training of front-office personnel and have been gearing up internal disciplinary procedure for enforcing discipline at all levels.

Unutilised Bank Deposits

677. SHRI RAJ NATH SINGH:
SHRIMATI MALTI SHARMA:
PROF. RAM KAPSE:

Will the Minister of FINANCE be pleased to state:

(a) whether Government are aware that huge amounts of bank deposits remain unutilised;

(b) if so, the details thereof;

(c) the reasons for keeping the bank deposits unutilised;

(d) the loss sustained due to deeping the deposit amounts idle; and

(e) action taken by Government against such banks which maintain lower CD ratio due to the failure of the banks to utilise the funds?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI SATPAL MAHARAJ): (a) to (e) The information is being collected and will be laid on the Table of the House.

CBI Investigation into Placement of Shares of Reliance Industries Ltd.

678. SHRI JALALUDIN ANSARI:
SHRI GURUDAS DASGUPTA:

Will the Minister of FINANCE be pleased to state:

(a) whether it is a fact that the investigations initiated by the CBI into the dubious placement of shares with the UTI by Reliance Industries Limited involving over Rs. 900 crores of public funds were completed in April, 1995 and was reported to this Ministry; and

(b) if so, the details and findings of the investigations and action taken, if any, thereon?